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**FACSIMILE TRANSMISSION**

DATE: January 12, 2005

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TO: Patent and Trademark Office  
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FROM: Bourque Law Offices  
Manchester, New Hampshire

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RE: Dynamic and Interdependent Processing of Inbound  
Our Reference: CONCERTO-500AX  
Number of pages including cover sheet:12

Original of this document to be mailed as well: ☐ YES ☒ NO

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Serial No.: 09/437,414  
 Filed: November 10, 1999  
 Group Art Unit: 2645

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Date: January 12, 2005

## HONORABLE COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Attorney Docket No.: CONCERTO-500AX

In re application of: **\*\* Szlam et al. (DW)**  
 Entitled: Dynamic and Interdependent Processing of Inbound and Outbound Communications  
 Transmitted herewith via facsimile is an amendment in the above-identified application. The following checked items are applicable:

☒ A Amendment After Final Pursuant to 37 C.F.R. §1.116 (8 pages)

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$84.00 =	
Total 9	- 20	=	x \$18.00 =	
[ ] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	
SUBTOTAL ADDITIONAL CLAIM FEE				
Small Entity filing, divide by 1/2. Previously submitted or verified statement must be attached (per \$1.9, \$1.27, \$1.28)				
TOTAL ADDITIONAL CLAIM FEE				

☒ No additional claim fee. ☐ The claim fee has been calculated above; the Commissioner is authorized to charge Deposit Account NO. 02-3285 in the amount of \$0.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being sent via facsimile to: Honorable Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on January 12, 2005 at facsimile no. 703-746-5744.

SUBMIT IN TRIPLICATE

*Paul J. Kroon, Jr.*  
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